

RAC Meeting minutes 07/09/15

@9-11am/Helen Carey Cafeteria

Introductions made.

-No agenda.

-Questions about email going out for RAC Agenda, no email sent out by tri-chairs.

-Reminder sent on 07/08/15, by Jen A. of CARS

-The RAC members would like email sent 2wks before RAC meeting. Mark and Kenyatta agreed that they would discuss and work on this.

-Jen A. will post next meeting on CCS website.

-Print out minutes to bring to next RAC meeting.

-CCS Statewide Conference

- People joining
- Same words/meaning
- Acronyms used, knock on table if you need definition

-CCS Quarterly Meetings @ AFAM w/ Jen Wittwer

- "Break-Out" sessions possible?
- State doing 2x's year, not during Peak times.

Cheryl Lofton (on CCS Board Committee) will start coming to every RAC meeting

- Send questions to Jen W. before RAC, then will discuss during meeting
- Will get technical issues answered w/ State

Jen A.- **NUMBERS**

- State has Quarterly reports (Formal Process) – will give these numbers to the RAC at each meeting that is after a quarterly report is due.
- Matt & Sue Clark-outcome measures

***These are unofficial numbers**

@end of 2014 CCS served 27 consumers

@beginning of 2015 CCS had 61 consumers admitted and served also

As of 03/31/15 CCS had 87 consumers being served

OVERALL-105 (Informal) consumers being served

23 consumers are assigned to Agencies (trying to get Admission Agreement signed)

Agency-process when get referrals

- Need to get in contact w/ consumers
- Need to get Admission Agreement signed

APC-Has "Functional Screeners"

- They should do, then pass to Care Coordinators

Jen W.-Any agency can do it if they have Qualified Functional Screeners

There are 8 care Coordinators Organizations so far*

- Hoping to have 13 by end of year 2015 (Building capacity to keep up with growing demand.)

Options given to consumers to choose other agencies that are taking CCS SERVICES quickly

- Jen A. watching spreadsheet
- Longest waiting is from April

Tamara L. is working to bring on "Ancillary Services"

- As soon as AVATAR is going, it will be utilized
- Building Rosters
- Auxiliary Providers will be added to provider directory (changing fast) *DO NOT PRINT

Access to "Service Array"

- Consumers have one agency, getting services from another agency
- Client choice available!

Training Update

- Set for July 29th & 30th (Wednesday and Thursday)
- Emails sent out to Care Coordinators
- SMALL (10 people)
- Will be PROFESSIONALLY recorded and put on website.
- Will be broken into segments (60mins/90mins/2hrs)
- New Staff will be able to access
- PowerPoint will be uploaded

AVATAR

- Sept. 1st 2015, date to go live

Re-Certification sent in to State w/check

- Supplemental form w/every Branch Office
- End of August visit
- Quality Assurance testing audit
- State looking for: Verifying Credentials and Client Records

Re-Visit RAC Meeting Committee Report

- Need Peer involvement and consumers
- Are there people on the list that are not coming?
- Will work to add or re-engage members
- Jen W. prefers CARS not to contact these consumers
- Gena S.-“Look into diversity” (Hispanic preferred)
- Will add more “Provider” staff
- Horizon no longer attending RAC meetings
- Need AODA Providers
- Jen W. will discuss possibilities (By next week, will have list of people added)
 - Walter-Bell Therapy-will be asked
 - Brandon Caze-was “policy” committee & AODA
 - Mary Ann Herzog-Robin will reach out to or Kenyatta
 - Lindsey Fitzgerald-will be asked
 - Will ask if “Grand Ave. Club” has other people interested (Rachel F. and Martina out)
 - NAMI-“Peter” interested (Jen W. will reach out to)
 - Sue Clark-will be asked, Chair of Steering Committee

Care Coordinator Providers

- Non-Traditional Services
- Defining/Description (New Services for 1 person)
- PRIOR AUTHORIZATION THRU STATE NEEDED
- ARRAY familiarity
 - Using other strategies (ex. Communication skill building, thru Karate can build)
 - Unique and different
 - Jen W. working on how to administratively handle “Array Services”
 - Maybe Therapy Services
 - Sub-Contracting?
 - Cheryl and Jen W. will privately discuss details (Array Services does not have to be individually based)
 - Ex. APC –“A person asked about **“Equine Therapy”** per Wikipedia: **is a treatment that includes equine activities or an equine environment to promote physical, occupational, and emotional growth in persons with [attention deficit hyperactivity disorder](#) (ADHD), [anxiety](#), [autism](#), [cerebral palsy](#), [dementia](#), [depression](#), developmental delay, genetic syndromes (such as [Down syndrome](#)), traumatic brain injuries, behavioral issues, abuse issues, [posttraumatic stress disorder](#) (PTSD), drug and alcohol addiction, and other mental health problems.**
 - Individuals that provide Array Services need to go thru our training
 - We need “agreements” in place
 - Must meet our standards
 - Per Cheryl: Professionals/Non-Professional (administrative Agencies possible for this?)
 - Will need training 3 months prior
 - Do we have flexibility to sub-contract?

- **PROVIDERS NEED TO GET APPROVED FOR *EACH* ARRAY SERVICES BY STATE**
- Need Process in Place for Consumers' Feedback
- "ROSI"
 - Usually in Fall
 - 100% of consumers that been in program at least 6 months (Global Experience of CCS)
 - Sue Clark will be at next 2 CCS Meetings
 - Per Cheryl: It is okay to offer food at gathering if party given

Kenyatta: "Any other issues?"

- APC
 - Youth and family?
 - WrapAround added 5 more services, mirrors CCS "ARRAY Services"
- Milwaukee and Dane Counties
 - Only counties that have WrapAround
 - Amy L. and Jen W.: "Youth Meetings" are being conducted, waiting for FINAL dates of availability w/Geri L.-**Someone from this meeting needs to be at the RAC meetings**

Heroin Addiction

- Working to respond to changing needs of people we are serving
- Is there a "Consolidated Report?" (No, Annie Short handles)

Meeting adjourned

***Next meeting Sept. 10th 2015 (9-11am)**